

Learning Module 2

Information Ethics and Information Access

Information Access

- Library Networks (OCLC/RLIN and WLN, now all owned by OCLC)
- ILL - Inter Library Loan
- document delivery and electronic document delivery

Standards in Information Sharing

- MARC: describes bibliographic material in a consistent way
 - once there were variations (USMARC, CANMARC, etc), but the current MARC standards are international standards
 - <http://www.loc.gov/marc/>
- Z39.50: a protocol allowing search across different databases and networks
 - like all protocols some vendors try to implement variations, which is almost always a bad idea (standards should remain standard for better interoperability)
 - <http://www.loc.gov/z3950/>
- ISO ILL: guidelines for managing ILL
 - ISO is the International Standards Organisation, ISO ILL is a consistent standard for operating Inter Library Loan
 - <http://www.oclc.org/isoill/default.htm>
- NISO Circulation Interchange
 - a standard for circulation information
 - http://www.niso.org/kst/reports/standards?step=2&gid=&project_key=ecdd6e885fae676a7ce6528173b56015621b0c46

Document Delivery

- main sources of document delivery:
 - large national libraries
 - NLM - National Library of Medicine
 - DOCLINE <https://docline.gov/docline/index.cfm>
 - Loansome Doc
http://www.nlm.nih.gov/pubs/factsheets/loansome_doc.html

- CISTI - Library of the National Research Council of Canada
http://cisti-icist.nrc-cnrc.gc.ca/docdel/docdel_e.html

BL - British Library, etc.
<http://www.bl.uk/services/document/dsc.html>

- commercial suppliers (commercial publishers of journals)
 - Elsevier
 - Thompson, etc.

Technologies in Document Delivery

- courier (mail)
- fax
 - international fax to areas with poor electrical grids is the cause of many delivery failures
- Internet delivery (Ariel, Prospero, etc)
- email delivery
 - very useful for patrons from areas with limited access to electricity, but hard to guarantee delivery timeliness

Issues in Document Delivery

- delivery to library or direct to user
- time required to locate and deliver the document
- urgent delivery services, guaranteed delivery within a certain time frame
- high cost of copyright clearance
- erosion of fair use exemptions for education
- open access journals
- DRM - Digital Rights Management
 - often makes it impossible to keep the electronic copy
 - increases burden on library since material may require a special reader

Information Ethics

Ethical Codes

- ALA Code of Ethics ALA code of ethics:
<http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>

- RUSA Guidelines: <http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/index.cfm>

ALA Code of Ethics

- provide a high level of service
- support intellectual freedom
- protect privacy and confidentiality
- support intellectual property rights including fair use
- protect library worker rights
- do not advance private interests at the expense of the library
- distinguish between personal convictions and library policies
- promote open and equal access
- improve the system and self improvement (support professional development)

Responsibilities of a Reference Librarian

- provide information to library users on request
- protect the rights of users to privacy, confidentiality and intellectual freedom
- assist library users in resolving their information needs
- provide bibliographic instruction to users; teach effective search strategies
- evaluate, select and weed library material
- organise materials to promote information access; develop tools to enhance the arrangement of library materials
- participate in professional development activities and support professional development for staff

Ethics in Librarianship

- ethical obligation at four levels:
 - individual level
 - organizational level
 - professional level
 - societal level

Issues in Library Ethics

- First Amendment Rights
 - protecting individual rights to access to information vs protecting society from harm
 - especially obvious in the debate over internet filtering

- equality of access to information
 - charging of fees for special services
- privacy and confidentiality
 - Patriot Act
 - gossip
- levels of service
 - not all questions require the same amount of effort, but the ideal reference interview would accord them the same level of respect
- copyright issues
 - fair use versus protection of the rights of the copyright owner (who is generally not the creator)

Ethical Question 1

A student asks for help on a topic for Professor Wengert's class.

You find something on a reference database. He thanks you. You overhear him saying to a friend that he is downloading this information, printing it out, and handing it in to Prof. Wengert as his own. Should you say something to Prof. Wengert, whom you know, about this?

[Lancaster, ed. Ethics and the Librarian.
<http://www.archive.org/details/ethicslibrarianalalle>]

Ethical Question 2

You are asked by the local police chief and the FBI to tell them of any individuals or groups who request materials on supercomputers and also to tell them of any individuals or groups who ask about

others using the materials on supercomputers. You readily agree.

Are you being unethical?

[Lancaster, ed. Ethics and the Librarian.
<http://www.archive.org/details/ethicslibrarianalalle>]

Ethical Question 3

Several patrons have requested that the library purchase a diet book which experts in reviews have identified as dangerous to the health of anyone who follows the diet. You decide not to order the book. Is this unethical?

[Lancaster, ed. Ethics and the Librarian.
<http://www.archive.org/details/ethicslibrarianalalle>]

Selection and Evaluation of Reference Sources

Reference Sources

- ALA Glossary of Library and Information Science: "1: A book designed by the arrangement and treatment of its subject matter to be consulted for definite items of information rather than to be read consecutively. 2. A book whose use is restricted to the library building."
- a reference source is designed to provide brief factual information and pointers to other sources
- while the ALA definition mentions books, reference sources come in many formats

Types of Formats of Reference Sources

- print
- microform (microfiche and microfilm)
- electronic (e.g. cdrom)
- online/Internet based

Reference Collection Development

- selection of reference sources appropriate for the user population and sufficient to fill major user needs
- arrangement of the collection for its intended users
 - in some cases this will be the librarians, in others the users and the librarians
- maintenance of the collection and weeding of dated resources

Collection Development

- consider format of items
 - some items only come in one format (print, electronic, microfiche)
 - others come in multiple formats with varying prices and varying ease of use for novice searchers
- consider cost of items
- consider amount of expected use
- consider number of expected users
 - will this be used by all or only by a small part of the libraries users
- consider possible users

Collection Development Policies

- a collection development policy explains which materials the library will acquire and how often
- allows library to follow consistent guidelines to maintain the collection
- lists special collections
- includes local needs

Arrangement of Reference Materials

- organised by type of source (e.g. encyclopedias, dictionaries, bibliographies)
- organised alphabetically
- classified using Dewey Decimal or Library of Congress like other materials
- integration of special sources into collection (e.g. microform or electronic sources which require special equipment)

Weeding the Reference Collection

- also called deselection, pruning or deacquisition
- process of removing material which is no longer useful
 - dated, old, inaccurate
 - superseded by more recent edition
 - unused/unconsulted for a selected period of time
 - does not fit library collection development policy
- libraries need a policy for how long to keep materials

Evaluative Criteria of Information Sources and Services

- **AUTHORITY** (Authorship, Auspices, and Genealogy)
 - author, editor, compiler
 - experience, education, reputation, and scholarship
 - previous works produced
 - function and work of the author, editor or compiler
 - extent of responsibility of author, editor or compiler
 - contributors
 - qualifications
 - signed or unsigned articles
 - extent to which contributors are responsible for material presented
 - auspices or sponsorship
 - reputation of sponsoring organization, agency or institution
 - publisher
 - standing and qualifications of the publisher
 - reputation of the publisher
 - identification with other publications for the same audience or in the same subject field
 - genealogy (history of the work)
 - new or based on previous work
 - extent of revision
 - relation with other works
 - edition/s

- reprint
- SCOPE (Purpose, Coverage, Recency, and Bibliographies)
 - purpose
 - extent to which the scope and purpose of the work fulfilled
 - statement in preface or introduction versus the contents of the work
 - plan and coverage of material
 - evenness of articles
 - evidence of supervision and coordination of material
 - completeness of coverage
 - limitations of material to be included
 - prepared for special class of reader or user
 - audience (grade level, age level, etc.) defined and stated
 - appropriateness of work for intended audience
 - recency and currency
 - imprint and copyright dates
 - dates of articles
 - range of coverage of bibliographic entries
 - dates of bibliographic entries
 - extent of revision and timeliness of material
 - plans for up-dating of material
 - comparison of source to other works
 - contribution to published material in the field
 - extent to which it fills specific need in its field
 - bibliographies
 - up-to-date
 - selection (inclusion of source materials, primary sources, periodicals, foreign language, audiovisual materials, comprehensive coverage, further reading approach, etc.)
 - based on scholarship and knowledge of the literature
- TREATMENT (Accuracy, Objectivity and Style)
 - accuracy
 - use of primary source
 - use of secondary source
 - citing of sources
 - reliability of materials used
 - thoroughness and completeness of information
 - factual accuracy
 - quantitative data - the most recent, authoritative, and accurate
 - objectivity
 - point of view stated
 - treatment of controversial subject (included, avoided, and how handled)
 - impartiality
 - bias
 - style
 - popular, scholarly, general, specialised, technical, etc.

- clarity of expression and writing style
 - logical presentation of data
- ARRANGEMENT (Sequence and Indexing)
 - organisation of material
 - alphabetical, chronological, topical, geographical, etc.
 - small or large topics
 - adequacy of work for ready reference use
 - cross references
 - adequacy
 - location (in body of text, next to entry, or in index)
 - blind references
 - consistency
 - index
 - adequate
 - accurate
 - complete
 - appendices and supplementary material
 - appropriateness
 - completeness
 - reference to appendices in text
 - charts, maps diagrams, tabular material, etc.
 - appropriate as a supplement to the text
 - clarity of reproduction
 - quality
 - location of material in relation to text
 - citing of sources
- FORMAT (e.g. print, microform, electronic, online)
 - hardware requirements for using the source
 - specialised machinery to view source
 - usability of machinery
 - user/librarian familiarity with hardware
 - software requirements for using the source
 - usability of software
 - hardware requirements of software
 - user/librarian familiarity with software
 - cost of different formats
 - cost of various formats versus the potential uses of the source
 - cost of various licensing plans
 - charge per user
 - charge for time/number of queries
 - charge per source

General Guides and Professional Resources for evaluating Reference Material

Selection Aids

- tools developed to assist reference librarians in selecting the best resources from various broad classes of resources (e.g. encyclopedias, almanacs, etc)
- offer citations and critical analysis of reference tools

Reference Source Reviews - Monographs

- ARBA - American Reference Books Annual
 - limited preview via [Google Books](#)
 - most reference books published in US and Canada during the year
 - subject classified, general materials first in each subject
- Balay - Guide to Reference Books (ALA)
 - arranged by broad subject categories, within categories by subject then format
- Wynar - Recommended Reference Books
- Fundamental Reference Sources (limited preview via [Google Books](#))
- Recommended Reference Books for Small and Medium-sized Libraries and Media Centers
 - limited preview via [Google Books](#)
 - ARBA reviews reprinted and tagged by type of library
- Kennedy - Reference Sources for Small and Medium-sized Libraries
 - limited preview via [Google Books](#)
- Guide to Reference Materials for School Library Media Centers (limited preview via [Google Books](#))
- Gale - Directory of Databases
http://cwplib.proxy.liu.edu/login?url=http://infotrac.galegroup.com/itweb/nysl_li_liu?id=longisland

Reference Source Reviews - Periodicals

- Booklist - Reference Books Bulletin
 - <http://cwplib.proxy.liu.edu/login?url=http://www.booksinprint.com>
 - short list of comprehensive reviews of reference materials
 - special issues cover specific reference tools
- Library Journal
 - <http://cwplib.proxy.liu.edu/login?url=http://www.booksinprint.com>
 - <http://www.libraryjournal.com/> (sample reviews, Select Reviews from red menu bar)

- brief signed reviews of reference materials in each issue, for public and college libraries
- Choice
 - <http://cwplib.proxy.liu.edu/login?url=http://www.cro2.org>
 - signed reviews, suitable for undergraduate collections
- Publishers Weekly
 - <http://cwplib.proxy.liu.edu/login?url=http://www.booksinprint.com>
- School Library Journal
 - reviews of materials for school libraries
- Reference and User Services Quarterly (formerly RQ)
 - <http://UU2MK8SE5U.search.serialssolutions.com/?V=1.0&L=UU2MK8SE5U&S=JCs&C=REFEANDUSESE&T=marc>
 - reviews in every issue
- VOYA - Voices of Youth Advocacy
 - reviews aimed at youth materials
- other journals may have subject specific reviews

Specialised Evaluation Guides

- General Reference in Specific Subjects
 - Information Sources in Science and Technology
 - Social Science Reference Sources: A Practical Guide (limited preview via [Google Books](#))
 - The Humanities
 - Education: A Guide to Reference and Information Sources (limited preview via [Google Books](#))
 - Building a Popular Science Collection for High School to Adult Learners (limited preview via [Google Books](#))
- Specific Reference Tools
 - ARBA Guide to Subject Encyclopedias and Dictionaries
 - Latino Periodicals (limited preview via [Google Books](#))
 - Subject Encyclopedias: User Guide, Review Citations, and Keyword Index (limited preview via [Google Books](#))

Virtual Reference Collections

- LIU Virtual Reference Collection
<http://www.liu.edu/cwis/cwp/library/ref/virtual.htm>
- Internet Public Library Reference Collection
<http://www.ipl.org/div/subject/browse/ref00.00.00>

- Gale Virtual Reference Library
http://cwplib.proxy.liu.edu/login?url=http://infotrac.galegroup.com/itweb/nysl_li_liu?id=longisland&db=GVRL

Bibliographies and Catalogues

Catalogues

- list of items owned by a particular organisation
- a book catalogue can be similar to a bibliography but has a more general focus

Bibliographies

- list of items on a particular topic
- critical and historical study of printed books (annotated bibliography)
- an enumerated list of items with an analytic description
- bibliographies can cover much more than printed books

Uses of Catalogues

- answers the question of whether the organisation has the material requested
- also where it is and what formats are available

Uses of Bibliographies

- answers the question of whether material on a specific topic exists
- provides detailed citations so material can be located
- may also provide summaries or critical evaluations

Uses of Catalogues and Bibliographies

- identify and verify information
- to locate information
- to select useful information

- is the material appropriate to the query

Evaluation of Bibliographies and Catalogues

- Authority: qualifications of creator/sponsoring organisation
- Scope: what is covered? what is not covered? what is the geographic scope of the work?
- Arrangement: how is the material organised?
- Currency: how current is the material? how often is it updated? retrospective bibliographies can still be useful
- Format: print vs electronic?
- Cost: purchase cost, licensing costs, cost of storage for the long term

Selection of Bibliographies

- topic of use to user
- topic of interest to users
- standard topics generally expected of a library
- Find in the online catalogue under the subject heading: Reference books. Bibliography.

Types of Bibliographies and Catalogues

- National Bibliographies: material published in a country
- Trade Bibliographies or Catalogues: commercial publisher's list of materials published
- Library Catalogues: most of the holdings of the library
- Bibliographies of Bibliographies: general source pointing the user to bibliographies on a particular subject or country or trade
- Subject Bibliographies: bibliographies covering a particular subject

National Bibliographies

- United States Bibliography
 - Charles Evan's American Bibliography (C.W. Post Periodicals Reference Z1215 .E923)
 - Early American Imprints (preview via [Google Books](#))
 - Bowker, American Book Publishing Record Cumulative

- H.H. Wilson, Cumulative Book Index (CBI) (Full text of 1922 edition via [Google Books](#))
 - American Book Publishing Record (ABPR)
- Great Britain, France and Canada
 - British National Bibliography (BNB)
 - Bibliographie Nationale Francaise
 - Canadiana

Trade Bibliographies or Catalogues

- Books in Print (BIP)
<http://cwplib.proxy.liu.edu/login?url=http://www.booksinprint.com>
- Subject Guide to Books in Print
- Bowker Annual
- Canadian Books in Print (limited preview via [Google Books](#))
- Whitaker's Books in Print (UK)
- Les Livres Disponible (France)
- International Books in Print

Library Catalogues and Shared Cataloguing Networks

- National Catalogues
 - Library of Congress Catalog <http://catalog.loc.gov/>
- Library and Archives Canada Catalogue (AMICUS)
<http://amicus.collectionscanada.ca/aaweb/aalogine.htm>

List of national library catalogues

<http://www.library.uq.edu.au/natlibs/websites.html>

- Shared Cataloguing Networks
 - OCLC Worldcat <http://www.worldcat.org/>
 - RLIN Research Libraries Information Network (integrated with Worldcat)

Bibliographies of Bibliographies

- Besterman, World Bibliography of Bibliographies
- H.H. Wilson, Bibliographic Index
- Toomey, A World Bibliography of Bibliographies
- K.G. Saur, International Bibliography of Bibliographies

Subject Bibliographies

- The Reader's Advisor
- "Best books" (e.g. Best Books for Young Readers)
- Wilson Standard Catalogs (esp. Public Library Catalog and Fiction Catalog)
- Magazines for Libraries
- some previews available via [Google Books](#)

corrections

- The Oxford Guide to Library Research (limited preview via [Google Books](#))
- DOCLINE site: address is correct, but it requires a user name and password.